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# TRANSMITTAL FORM

(to be used for all correspondence after initial filing)

		Application Number	09/756471
		Filing Date	Jan 8, 2001
		First Named Inventor	Campbell, Alasdair
		Group Art Unit	2131
		Examiner Name	
Total Number of Pages in This Submission	6	Attorney Docket Number	800431

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<input type="checkbox"/> Affidavits/declaration(s)	<input type="checkbox"/> Petition to Convert to a Provisional Application	<input type="checkbox"/> Status Letter
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<input type="checkbox"/> Response to Missing Parts/ Incomplete Application	<input type="checkbox"/> CD, Number of CD(s)	
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Remarks		

## SIGNATURE OF APPLICANT, ATTORNEY, OR AGENT

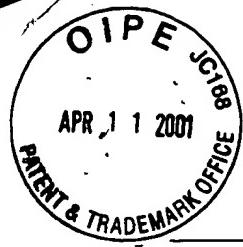
Firm or Individual name	Taylor Russell & Russell, P.C.
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Date	April 9, 2001

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Type or printed name	Ellen Huffman
Signature	
Date	April 9, 2001

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Campbell, et al.

Serial No.: 09/756471

Filed: 1/8/2001

Title: Customer Communication Service  
System

Attorney Docket No.: 800431

Group Art Unit: 2131

Examiner: Unknown

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Assistant Commissioner for Patents  
Washington, D.C. 20231

**INFORMATION DISCLOSURE STATEMENT**

Dear Sir:

This Information Disclosure Statement is submitted:

under 37 CFR 1.97(b), or

(Within three months of filing national application; or date of entry of international application; or before mailing date of first office action on the merits; whichever occurs last)

under 37 CFR 1.97(c) together with either a:

Certification under 37 CFR 1.97(e), or  
 a \$240.00 fee under 37 CFR 1.17(p), or

(After the CFR 1.97(b) time period, but before final action or notice of allowance, whichever occurs first)

under 37 CFR 1.97(d) together with a:

Certification under 37 CFR 1.97(e), and  
 a petition under 37 CFR 1.97(d)(2)(ii), and  
 a \$130.00 petition fee set forth in 37 CFR 1.17(i)(1).

(Filed after final action or notice of allowance, whichever occurs first, but before payment of the issue fee)

Applicant(s) submit herewith Form PTO 1449-Information Disclosure Citation together with copies, of patents, publications or other information of which applicant(s) are aware, which applicant(s) believe(s) may be material to the examination of this application and for which there may be a duty to disclose in accordance with 37 CFR 1.56.

The relevance of the attached references is that this is the closest art of which Applicant is aware. Applicant submits that the above references taken alone or in combination neither anticipate nor render obvious the present invention. Consideration of the foregoing in relation to this application is respectfully requested.

It is requested that the information disclosed herein be made of record in this application.

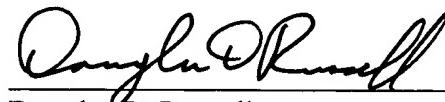
Respectfully submitted,

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Date of Deposit: April 9, 2001

Typed Name: Ellen Huffman

Signature: Ellen Huffman



Douglas D. Russell  
Attorney for Applicant(s)  
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Date: April 9, 2001

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